

## **AGENDA**

### **COMMITTEE ON HUMAN RESOURCES/INSURANCE**

**December 2, 2003**

**Aldermen Lopez, Sysyn,  
Pinard, Shea, DeVries**

**5:30 PM**

**Aldermanic Chambers  
City Hall (3<sup>rd</sup> Floor)**

1. Chairman Lopez calls the meeting to order.
2. The Clerk calls the roll.
3. Presentation by Director of Planning and Community Development regarding department's duties, staffing and special projects.
4. Report of Committee on Community Improvement referring proposal from the Public Works Department regarding a new Facilities Division.  
**Ladies and Gentlemen, what is your pleasure?**
5. Communication from Virginia Lamberton, Human Resources Director, seeking transfer of funds for continuation of the Group Benefit Strategies contract.  
**Ladies and Gentlemen, what is your pleasure?**
6. Communication from Virginia Lamberton, Human Resources Director, on behalf of Kevin Dillon, Airport Director, requesting the establishment of an additional full-time microcomputer systems specialist at Labor Grade 19.  
**Ladies and Gentlemen, what is your pleasure?**

7. Communication from Virginia Lamberton, Human Resources Director, requesting that a previously approved reclassification of a Laborer position to Laborer-Drop Off Facility be amended to reclassify one Refuse Collector, Salary Grade 12, to the title of Drop Off Facility Worker, Salary Grade 12.

**Ladies and Gentlemen, what is your pleasure?**

8. Communication from Michael D. Roche requesting to appear before the committee to explain in detail why the City is not an Equal Employment Opportunity Employer.

**Ladies and Gentlemen, what is your pleasure?**

#### **TABLED ITEM**

**A motion is in order to remove the following item from the table for discussion.**

9. Communication from the HR Director on behalf of Tom Lolicata requesting approval of revisions to seven Traffic Department class specifications as follows:

- Deputy Traffic Director
- Traffic Director
- Traffic Maintenance Supervisor
- Traffic Maintenance Worker I & II
- Traffic Sign Painter
- Traffic Signals Supervisor
- Traffic Signals Technician

to provide that the positions may handle hazardous waste and receive proper training.

(Note: Change is in class specifications only, not salary grades.

(Tabled 10/07/2003 pending further review by Human Resources and Traffic.)

10. If there is no further business, a motion is in order to adjourn.

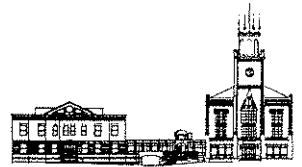


Robert S. MacKenzie, AICP  
Director

# CITY OF MANCHESTER

## Planning and Community Development


Planning  
Community Improvement Program  
Growth Management



Staff to:  
Planning Board  
Heritage Commission  
Milliard Design Review Committee

### Memorandum

To: Human Resources Committee

From: Robert S. MacKenzie   
Director of Planning

Date: November 26, 2003

Subject: Staffing and duties of the Planning & Community Development Department

At a previous meeting of the Committee working on consolidation issues, it was requested that I provide a more detailed presentation of our department's duties, staffing and special projects. I would like to take the opportunity to provide information on the Planning & Community Development Department along with our current challenges and offer you to ask any questions.

I look forward to meeting with you.

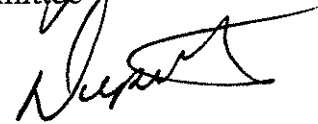
To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Community Improvement respectfully advises, after due and careful consideration, that it has referred a proposal from the Public Works Department regarding a new Facilities Division to the Human Resources and Insurance Committee.

Respectfully submitted,

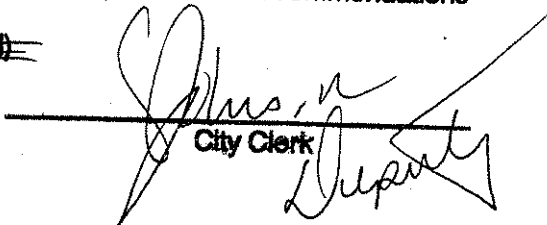


Clerk of Committee



At a meeting of the Board of Mayor and Aldermen  
held Oct 7, 2003 on a motion of Ald. O'Neil  
duly seconded by Ald. Smith the report  
of the Committee was accepted and its recommendations

(adopted) ~~(denied)~~

  
City Clerk

**PROPOSED  
FACILITIES DIVISION  
DEPARTMENT OF PUBLIC WORKS  
September, 2003**

The City of Manchester continues to experience a significant amount of City owned building construction and rehabilitation work. Presently, these projects can be originated and/or carried out to completion by any department in the City, even though they may not have the time or the proper expertise. In some cases, this has resulted in under estimating the cost of the project, inflated project costs to get the top of the line and project delays. Attention to the standardization of structural or mechanical components ultimately leading to reduced long term maintenance costs are often not given proper consideration. As a result, Alderman O'Neil asked that we develop a proposal to address these issues utilizing our existing capabilities as a base.

As a result, we recommend changing our Building Maintenance Division (BMD) to a Facilities Division responsible for both maintenance activities and capital projects. (See attached Proposed Organizational Chart.) We would propose to accomplish this by creating a Chief Facilities Engineer Position, Grade 25 to head up this new division. We would further propose that this position is awarded to our existing Facilities Engineer, Grade 22, Mr. Tim Clougherty based on his excellent proven qualifications and abilities.

The Building Maintenance Superintendent will continue to supervise the daily maintenance operations of this new Facilities Division under the general direction of the Chief Facilities Engineer.

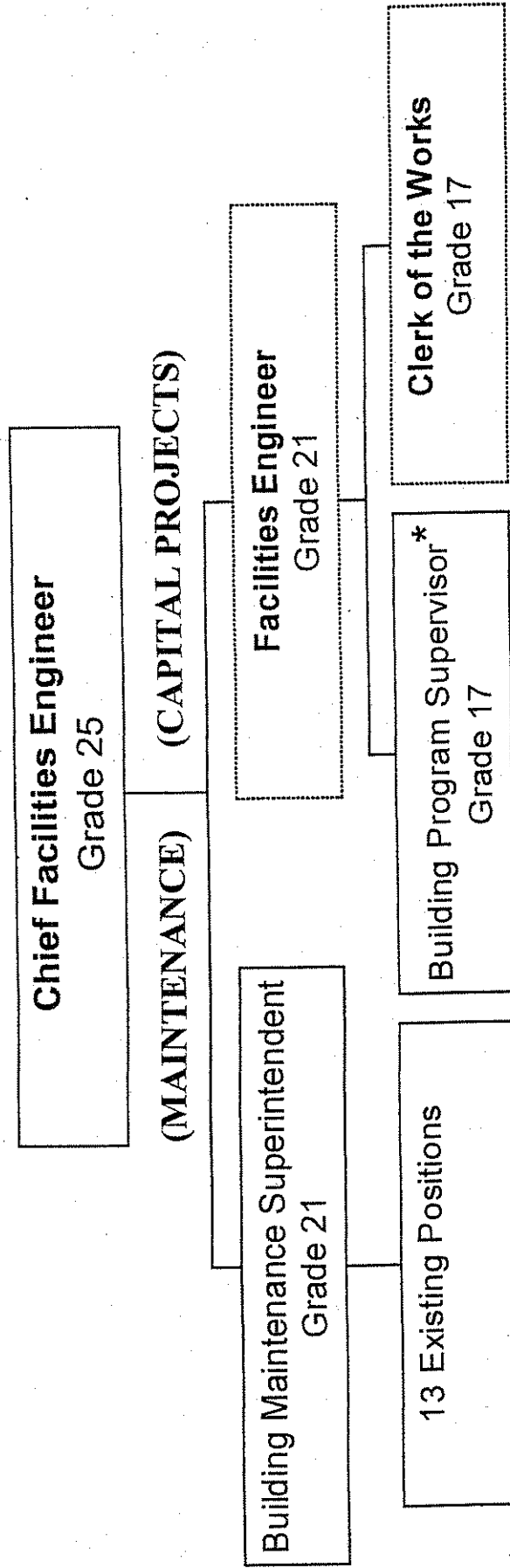
All City building construction and reconstruction projects will be administered through the Capital Projects side of the new Facilities Division with close direct involvement of the Chief Facilities Engineer. The existing Building Program Supervisor, Grade 17 will shift from the maintenance side to the capital side, which will better match his duties and responsibilities and will complement these new operations. Two new positions will be initially created to round off the capital projects side of the Facilities Division. One will be a Facilities Engineer, Grade 21 who will act as a project manager and as an assistant to the Chief Facilities Engineer. The second position would be that of a Clerk of the Works, Grade 17. The primary function of this position would be to provide construction oversight.

It would be our intent to charge actual salary costs to capital projects offsetting the cost of these expanded services. (These charges would come back as revenues in the future.) If this proposal is accepted in FY04, we could start implementing the restructuring by creating the Chief Facility Engineer Position. Our existing operating budget along with direct labor charges to capital projects can fund the additional cost of this position now. Other proposed positions can also be created now if we can show that their salary costs can be charged off to various projects. In FY05, we would anticipate that these new positions would be funded in our operating budget and any labor charges would be identified as offsetting revenues.

Implementation Cost:

Facility Engineer to Chief Facilities Engineer, Grade 25 =	\$ 8,441
Facility Engineer, Grade 21 =	\$45,694
Clerk of the Works =	\$34,860
Salary Total =	\$88,995
Benefits @ 35% =	\$31,148
Total =	\$120,143

# FACILITIES DIVISION



\*Existing position re-assigned from maintenance section



# CITY OF MANCHESTER

## *Human Resources Department*

One City Hall Plaza  
Manchester, New Hampshire 03101-1932  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065



November 26, 2003

The Honorable Mayor Baines and Board of Aldermen  
City of Manchester  
City Hall  
Manchester, New Hampshire 03101

Dear Mayor Baines and the Board of Aldermen:

Approximately two years ago, we were fortunate to be able to contract with Group Benefit Strategies to assist us in reducing our health insurance costs. During this period of time, we significantly reduced our annual increases in insurance costs which for this current year was 9.1% as compared to the national average of 14%.

I would like to put our health insurance out to bid again this year in an effort to further reduce our expenses. In addition to reducing our administrative fees and stop loss insurance, we believe that we should be receiving rebates for our prescription claims. Group Benefit Strategies believes that the rebates could well exceed over \$100,000 a year. A requirement of responding to a bid would be a requirement to return or at least share the prescription rebates as part of the contract with the City.

Unfortunately, during the last budget process, the funds to continue my contract with Group Benefit Strategies were not provided. Therefore, I am requesting that the Board authorize the Finance Director to prepare the necessary transfer resolution from the Contingency Fund to Human Resources in order to continue the contract with Group Benefit Strategies. The contract is a \$30,000 contract. I have requested and received agreement from Waterworks and the Airport to provide financial support for this contract. Both Departments have graciously agreed to contribute a total of \$6,000 to fund this contract. Therefore, my request is to have \$24,000 transferred via a Transfer Resolution.

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The Honorable Mayor and Board of Aldermen

November 26, 3002

Your favorable approval of this request would be greatly appreciated. Time is of the essence to prepare the Request for Proposal, analyze the proposals, meet with the bidders, negotiate a contract and then receive Board approval.

Respectfully submitted,

A handwritten signature in cursive script that reads "Virginia A. Lamberton".

Virginia A. Lamberton  
Human Resources Director

Cc: Kevin Clougherty, Director

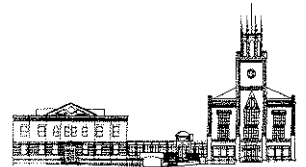
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# CITY OF MANCHESTER

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November 26, 2003

Alderman Mike Lopez, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
Manchester, New Hampshire 03104

Re: Request for New Position

Dear Alderman Lopez and Members of the Committee:

On behalf of Kevin Dillon, Airport Director, I am requesting the authority to establish an additional full time Microcomputer Systems Specialist position, salary grade 19.

Currently the Airport is limited to two computer positions which is not sufficient to keep up with the ever increasing demands on the airport's technical needs. As is stated in Mr. Farren's letter, the Airport's daily routine data-processing, telephonic, security and airline related flight information display system maintenance and upkeep is more than two positions can efficiently maintain and improve. Consequently, it has been determined at this time, that the addition of one Microcomputer Systems Specialist position will enhance the quality and quantity of work that is necessary to maintain the efficiency and positive image of our airport.

Funds are available to support this request. I am attaching a copy of the class specification for your review and information.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton  
Human Resource Director

Attachments

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November 10, 2003

Virginia Lamberton  
Dept. Head, Human Resources  
City of Manchester

Dear Ginny:

Kevin asked me to request an emergency temporary position authorization (Microcomputer Systems Specialist—Class Code Number 2170). We need this position filled now due to the unforeseen and extended FMLA illness of the section supervisor, Fred Hummel.

Since Mr. Hummel's IT section is only a two-person shop, he and Paul Connolly, we need the extra body now to cover the myriad IT requirements that we face on a daily basis with the Airport Terminal expansion as well as our upcoming addition of wireless services for our many customers.

Our IT Section has remained at the two-person level during much of the Airport's expansion, and the permanent need for an additional Microcomputer System Specialist authorization has been exacerbated by Mr. Hummel's extended illness. The Airport's daily, routine data-processing, telephonic, security, and airline-related flight information display system maintenance and upkeep more than keep these two people occupied full time, as well as necessitating weekend call backs.

We are in the process of requesting a permanent authorization for an additional Microcomputer System Specialist based on the need demonstrated above, but we need the emergency temporary authorization now. Diane Prew has graciously provided us one of her folks for the last two weeks, but he needs to return to his normal duties with Info Systems.

I request the temporary authorization now, and ask that this letter also serve as justification for the permanent authorization. Applicable requisitions are enclosed.

Sincerely,

Michael F. Farren  
Asst. Airport Director  
Finance & Administration

Enclosures

cc: Kevin A. Dillon

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# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Microcomputer Systems Specialist</b>
<b>Class Code Number</b>	<b>2170</b>

### General Statement of Duties

Performs micro-computer hardware and software installation, troubleshooting and resolution; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to maintain micro-computer equipment in assigned departments in operable working order. The work is performed under the supervision and direction of the Micro computing/Networking Manager but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, technical vendors and the public. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (illustrative only)

- Provides on-site maintenance and trouble shooting for micro-computer hardware, software, and network connections;
- Responds to trouble calls from users;
- Diagnoses the cause of micro-computer operation problems;

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- Performs software installation and setup procedures;
- Performs network configuration procedures;
- Performs component diagnosis and replacement;
- Instructs assigned users in use of computer software;
- Performs system update procedures and program loading, as required;
- Evaluate and recommend new hardware/software solutions;
- Performs project assignments, as required, including maintaining equipment records and purchasing supplies;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Thorough knowledge of desktop software;
  - Thorough knowledge of micro-computer systems and procedures, including operating systems and networks;
  - Thorough knowledge of current micro-computer problem diagnosis, parts replacement and software problem resolution;
  - Thorough knowledge of diagnostic programs utilized in system maintenance and problem resolution activities;
  - Substantial knowledge of network operating systems;
  - Substantial knowledge of assigned department functions, procedures, policies and organization as they relate to computer support services;
  - Substantial knowledge of office terminology, procedures and equipment;
  - Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
  - Ability to understand system user problems and needs;
  - Ability to perform effective computer user support;
  - Ability to diagnose and correct computer system operation problems;
  - Ability to perform programming and system maintenance updates as assigned;
  - Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
  - Ability to understand and follow oral and/or written policies, procedures and instructions;
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- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in computer science or a related field; and
- Considerable experience in micro-computer system support experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### Required Special Qualifications

- Valid New Hampshire Driver's License.

#### Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to diagnose micro-computer problems and to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose and to review a wide variety of materials in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate, install, maintain, and repair personal computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to transport assigned equipment as necessary to perform timely computer repair procedures, and to function within the general office environment.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

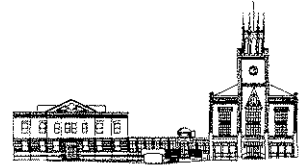
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# CITY OF MANCHESTER

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November 26, 2003

Alderman Mike Lopez, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
Manchester, New Hampshire 03101

### Re: Request to Amend New Title

Dear Alderman Lopez and Members of the Committee:

On October 17, 2003, I presented a request to you and the Board to reclassify a Laborer position to a new class specification titled Laborer-Drop Off Facility. The HRIC as well as the Bills on Second Reading committees have all approved this request.

However, it has been brought to my attention that the position title to be reclassified is really a Refuse Collector position rather than a Laborer position. Therefore, I am requesting that you amend my original request as follows:

Reclassify one Refuse Collector, salary grade 12 position to  
the title of Drop Off Facility Worker, salary grade 12.

I am attaching a revised class specification with the new title of Drop Off Facility Worker and requesting that you withdraw the ordinance which identifies the new class specification as a Laborer-Drop Off Facility.

My apologies for any inconvenience this may have caused the Committee, the full Board and the City Clerk's office.

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Alderman Mike Lopez

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November 26, 2003

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

A handwritten signature in cursive script, reading "Virginia A. Lamberton".

Virginia A. Lamberton  
Human Resources Director

Cc: Frank Thomas, Director

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# DRAFT



## City of Manchester, New Hampshire

### Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Drop Off Facility Worker
Class Code Number	5321-12

#### General Statement of Duties

Performs manual labor in support of the Solid Waste Drop-Off Facility: performs directly related work as required.

#### Distinguishing Features of the Class

The principal function of an employee in this class is to monitor and ensure the safe off-loading of solid waste materials and recyclable items. The Work is performed under the direction of the Drop-Off Facility Supervisor, but some leeway is granted for exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other city employees and the public. The principle duties of this class are performed in all areas of the Drop-Off Facility with potential personal hazards.

#### Examples of Essential Work (illustrative only)

- Determines acceptability of solid waste materials or recyclable items in accordance with Department standards and City ordinances;
- Oversees the safe off-loading of solid waste materials;
- Operates compactors;
- Performs freon extraction from refrigerators and air conditioners;
- Stacks tires and CRT's in on-site trailers;
- Cleans equipment and facilities;
- Performs maintenance and yard work as directed by the Drop-Off Facility Supervisor;

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- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Substantial knowledge of solid waste and recycling issues;
- Substantial knowledge of the City's rules and regulations as applied to the Drop-Off Facility;
- Substantial knowledge of State and Federal regulations affecting the handling of solid waste and recyclable items;
- Substantial knowledge of current principles and practices associated with customer service operations.
- Some knowledge of and the ability to recognize materials that contain asbestos and other hazardous materials;
- Substantial knowledge of traffic hazards and traffic safety principles, practices and procedures;
- Substantial knowledge of proper lifting techniques and personal protective equipment used in the operation of hand and power tools;
- Some knowledge of preventative stretching exercise;
- Ability to comprehend and follow safety rules and regulations;
- Skill in the operation of hand and power tools;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Some experience working at a drop-off facility, and/or in a team environment where physical work is required; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

State of New Hampshire Level I Solid Waste Certificate within six months of hire.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand department and safety rules and regulations and work around high traffic areas;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work safely in heavy traffic and heavy equipment operation;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools continuously;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in trenches, in rough terrain and access construction equipment;
- Sufficient strength and endurance with or without reasonable accommodations, to lift and carry, through a full range of motion, up to 75 pounds occasionally, 50 pounds frequently, and 25 pounds continuously;
- Sufficient mobility and flexibility which allows the employee to stoop, kneel, crouch, stand, walk, push, pull, climb and grasp repetitively.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

October 30, 2003

Human Resources and Insurance Committee  
City Hall  
One City Hall Plaza  
Manchester, NH 03101

Dear HRIC Members,

Please be advised that I would like to appear before you to explain in detail why the City of Manchester is not an Equal Employment Opportunity Employer. I will be forwarding the information under a separate cover.

Sincerely,

*Michael D. Roche*

Michael D. Roche  
Engineering Technician II

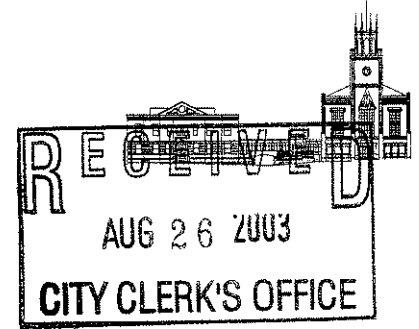
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# CITY OF MANCHESTER

## Human Resources Department

One City Hall Plaza  
Manchester, New Hampshire 03101-1932  
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065



August 22, 2003

Alderman Mike Lopez, Chairperson  
Human Resource and Insurance Committee  
City of Manchester  
City Hall  
Manchester, New Hampshire 03101

### Re: Update Class Specifications

Dear Alderman Lopez and Members of the Committee:

On behalf of Tom Lolicata, Traffic Director, I am requesting you to approve revisions to seven class specifications.

The Traffic Department recently had a hazardous waste inspection by one of their consultants. One of the items on the check list is the requirement for class specifications to include the following sentence: This position may require the handling of hazardous wastes. Additionally, if an employee is required to handle hazardous waste, he/she shall receive proper training within the first six months of employment and shall attend an annual review class.

The class specifications in the Traffic Department that need to be updated are: Deputy Traffic Director, Traffic Director, Traffic Maintenance Supervisor, Traffic Maintenance Workers I & II, Traffic Sign Painter, Traffic Signals Supervisor and Traffic Signals Technician.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton  
Human Resources Director

City of Manchester  
New Hampshire

*In the year Two Thousand and Three*

AN ORDINANCE

"Amending Section 33.026 (Deputy Traffic Director, Traffic Director, Traffic Maintenance Supervisor, Traffic Maintenance Worker I, Traffic Maintenance Worker II, Traffic Sign Painter, Traffic Signals Supervisor, & Traffic Signals Technician) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Adopt new revised class specifications, Class Code 5280, Deputy Traffic Director (see attached)  
Adopt new revised class specification, Class Code 5290 (see attached)  
Adopt new revised class specification, Class Code 5260 (see attached)  
Adopt new revised class specification, Class Code 5210 (see attached)  
Adopt new revised class specification, Class Code 5220 (see attached)  
Adopt new revised class specification, Class Code 5230 (see attached)  
Adopt new revised class specification, Class Code 5270 (see attached)  
Adopt new revised class specification, Class Code 5240 (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Deputy Traffic Director
Class Code Number	5280

### General Statement of Duties

Manages daily operations within the Traffic Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all goals and working procedures are followed during all areas of Traffic operations;. The work is performed under the supervision and direction of the Traffic Director but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees within the Traffic Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, the Board of Mayor and Alderman, outside contractors business organizations and homeowners and the public. The principal duties of this class are performed in a general office environment with frequent travel to field work sites. **This position may require the handling of hazardous wastes.**

### Examples of Essential Work (illustrative only)

- Manages daily operations of the Traffic Department;
- Responds to requests from the Board of Mayor and Alderman, the public, State and Federal agencies, contractors, court officials and other City departments by investigating the specifics of each situation and providing a solution as possible and written or verbal response as to the closure of the situation;
- Initiates, implements and supervises new maintenance and energy saving programs;

- Requests and oversees traffic signal timing studies;
- Prepares electrical installation permits and traffic signal State approvals as required by law;

Deputy Traffic Director--5280

Page 2

- Prepares bids and specifications for traffic signal installations and related traffic/parking procurements materials and services;
- Prepares ordinances relating to traffic and parking operations;
- Submits formal requests for approval to the Traffic Committee and the Board of Mayor and Alderman regarding parking and traffic issues;
- Develops, plans and supervises the CIP annual traffic program and related projects;
- Maintains thorough and accurate records of Departmental operations and testifies in court as necessary;
- Prepares itemized bills for damage to traffic signals, signs and parking meters;
- Prepares and submits pavement marking reimbursement to the State of New Hampshire Department of Transportation;
- Participates in personnel issues within the Department, including hiring, training, safety, performance evaluations, labor relations and terminations as necessary;
- Performs special projects for the Traffic Director as requested;
- Assists in the preparation, review, projection and administration of the Departmental budget;
- Serves as the Traffic Director during an absence;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Thorough knowledge of current principles and practices associated with Traffic operations within a municipality;
- Thorough knowledge of traffic signal design and inspection and traffic analysis;
- Thorough knowledge of Federal, State and local rules, regulations and codes pertaining to traffic and transportation issues;
- Substantial knowledge of Traffic Engineering principles;

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- Ability to design complex traffic control systems and devices;
- Ability to incorporate fiber-optic design elements into all traffic signal designs and modifications;
- Ability to develop plans and modifications for signs, directories and related
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with an Associate's Degree in Electronics, Electrical or related; and
- Extensive experience in traffic operations, including some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Master Electrician's License;
- State of New Hampshire Operator's License.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor work in progress and review a wide variety of written material in both hardcopy and electronic form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to work sites throughout the City.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Traffic Director
Class Code Number	5290

### General Statement of Duties

Plans, organizes and directs the operations and activities of the Traffic Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to provide administrative oversight to all operations and activities of the Traffic Department. The work is performed under the supervision and direction of the Board of Mayor and Alderman but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees within the Traffic Department, in coordination with a management team consisting of the positions of Deputy Traffic Director, Traffic Signals Supervisor, Traffic Maintenance Supervisor and Parking Meter Supervisor. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, the Board of Mayor and Alderman, business and community groups, State and Federal officials, representatives of the media and the public. The principal duties of this class are performed in a general office environment. **This position may require the handling of hazardous wastes.**

### Examples of Essential Work (illustrative only)

- Plans, organizes, directs and evaluates the work of Departmental staff in implementing the expressed goals, policies and directives of the Traffic Department;

- Develops policies and procedures designed to increase the efficiency and effectiveness of Departmental operations and address traffic issues within the City of Manchester;
- Develops and administers the Departmental budget;
- Confers with Department management team to track implementation of policies and receive specific recommendations and suggestions on Departmental operations;
- Provides status reports to the Board of Mayor and Alderman on Departmental operations, any major shift in policies or procedures and recommendations for future development;
- Directs Departmental staff in the installation, repair and maintenance of traffic control devices, signs and pavement markings and performs cost and performance analyses;
- Interprets and enforces various local, State and Federal laws pertaining to traffic control;
- Oversees all aspects of personnel administration within the Department, including hiring, termination, grievance procedures and coordinating employee training;
- Serves as the chief spokesperson for traffic issues within the city;
- Performs special projects for the Board of Mayor and Alderman as requested;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Comprehensive knowledge of current and practices of traffic operations, including all maintenance and development;
- Comprehensive knowledge of operations and procedures for large scale painting projects within streets and public areas;
- Comprehensive knowledge of the installation, repair and maintenance of parking meters;
- Comprehensive knowledge of electronic traffic control devices;
- Thorough knowledge of current principles and practices of public administration;
- Thorough knowledge of budgetary principles within a municipality;
- Ability to provide administrative direction within a municipal Department;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;

- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with an Associate's Degree in Electronics; and
- Extensive experience in Traffic operations, including considerable supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Valid New Hampshire Driver's License.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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Class Title	Traffic Maintenance Supervisor
Class Code Number	5260

### General Statement of Duties

Oversees the installation, maintenance and repair of traffic control devices; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all work guidelines are adhered to in maintenance operations. The work is performed under the supervision and direction of the Deputy Traffic Director and Traffic Director but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Traffic Maintenance Worker I and II. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in a repair shop and/or an outdoor work environment. **This position may require the handling of hazardous waste.**

### Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of Traffic Maintenance Workers in all installation, repair and maintenance activities;
- Prioritizes job assignments;
- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;

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- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Oversees snow removal of City Parking lots and related areas;
- Procures, inventories and distributes needed supplies and equipment;
- Performs inspection, installation and repair on traffic control devices including, parking meters and traffic signs;
- Manufactures, installs, maintains and repairs traffic control signs, street name signs, informational and warning signs;
- Lays out and applies traffic lane lines, crosswalks, painted islands, parking lines, arrows and related pavement markings;
- Tints and mixes paints;
- Paints parking meters, posts and related traffic control devices;
- Operates tractors and trucks with accessory equipment, including compressors, paint spray equipment, hand and power tools, drills, jackhammers, augurs and welders;
- Fabricates sign brackets and special equipment as necessary;
- Reads blueprints and engineering drawings to establish installation points;
- Maintains an awareness of pedestrian and vehicle traffic in pedestrian areas and ensures safety of the public and City employees in painting and related operations;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Comprehensive knowledge of operations and procedures for large scale painting projects within streets and public areas;
- Comprehensive knowledge of the use of hand and power tools and equipment;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to read blueprints and engineering drawings;
- Ability to perform routine maintenance and repair duties;

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Considerable experience in traffic maintenance operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Class B CDL.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform routine maintenance and repair work;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in a maintenance shop and outdoors under a variety of working and weather conditions.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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Class Title	Traffic Maintenance Worker I
Class Code Number	5210

### General Statement of Duties

Installs, maintains and repairs traffic control devices; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform installation, maintenance and repair of parking meters, traffic signs and pavement markings. The work is performed under the supervision and direction of the Traffic Maintenance Supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in a repair shop and/or an outdoor work environment. **This position may require the handling of hazardous waste.**

### Examples of Essential Work (illustrative only)

- Performs inspection, installation and repair on traffic control devices including, parking meters and traffic signs;
- Manufactures, installs, maintains and repairs traffic control signs, street name signs, informational and warning signs;
- Lays out and applies traffic lane lines, crosswalks, painted islands, parking lines, arrows and related pavement markings;
- Tints and mixes paints;
- Paints parking meters, posts and related traffic control devices;

- Operates tractors and trucks with accessory equipment, including compressors, paint spray equipment, hand and power tools, drills, jackhammers, augurs and welders;
- Fabricates sign brackets and special equipment as necessary;
- Reads blueprints and engineering drawings to establish installation points;
- Maintains an awareness of pedestrian and vehicle traffic in pedestrian areas and ensures safety of the public and City employees in painting and related operations;
- Performs parking lot maintenance, including shoveling snow, salting, cutting brush, weeding, cutting grass and related;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
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- Thorough knowledge of operations and procedures for large scale painting projects within streets and public areas;
- Thorough knowledge of the use of hand and powers tools and equipment;
- Ability to read blueprints and engineering drawings;
- Ability to perform routine maintenance and repair duties;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Some experience in general maintenance and repair work; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Valid New Hampshire driver's license.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform routine maintenance and repair work;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in a maintenance shop and outdoors under a variety of working and weather conditions.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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Class Title	Traffic Maintenance Worker II
Class Code Number	5220

### General Statement of Duties

Installs, maintains and repairs traffic control devices; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform installation, maintenance and repair of parking meters, traffic signs and pavement markings. The work is performed under the supervision and direction of the Traffic Maintenance Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Traffic Maintenance Worker I by serving as a lead worker responsible for project oversight as assigned. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in a repair shop and/or an outdoor work environment. **This position may require the handling of hazardous waste.**

### Examples of Essential Work (illustrative only)

- Trains and coordinates other Traffic Maintenance personnel in core job functions;
- Performs inspection, installation and repair on traffic control devices including, parking meters and traffic signs;
- Manufactures, installs, maintains and repairs traffic control signs, street name signs, informational and warning signs;

- Lays out and applies traffic lane lines, crosswalks, painted islands, parking lines, arrows and related pavement markings;
- Tints and mixes paints;
- Paints parking meters, posts and related traffic control devices;
- Operates tractors and trucks with accessory equipment, including compressors, paint spray equipment, hand and power tools, drills, jackhammers, augurs and welders;
- Fabricates sign brackets and special equipment as necessary;
- Reads blueprints and engineering drawings to establish installation points;
- Maintains an awareness of pedestrian and vehicle traffic in pedestrian areas and ensures safety of the public and City employees in painting and related operations;
- Performs parking lot maintenance, including shoveling snow, salting, cutting brush, weeding, cutting grass and related;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Thorough knowledge of operations and procedures for large scale painting projects within streets and public areas;
- Thorough knowledge of the use of hand and powers tools and equipment;
- Ability to read blueprints and engineering drawings;
- Ability to perform routine maintenance and repair duties;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;

- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

**Acceptable Experience and Training**

- Graduation from High School or possession of a GED; and
- Some experience in traffic maintenance operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Class B CDL.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform routine maintenance and repair work;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in a maintenance shop and outdoors under a variety of working and weather conditions.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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Class Title	Traffic Sign Painter
Class Code Number	5230

### General Statement of Duties

Fabricates traffic control and street name signs; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to lay out and fabricate traffic control and street name signs, using lettering and silk screen processes. The work is performed under the supervision and direction of the Traffic Maintenance Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in a general sign shop working environment. **This position may require the handling of hazardous waste.**

### Examples of Essential Work (illustrative only)

- Performs lay out and fabrication work to create traffic control and street name signs using lettering and silk screen processes;
- Prepares and cuts stencils;
- Cuts film and produces special silk screens using a computer program;
- Cleans and prepares used signs for reuse as sign blanks and repaints old signs;
- Measures streets and intersections for crosswalks, lanes, medians, and directional arrows;
- Supervises a crew of helpers as required;
- Customizes signs for special use as requested;

- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

#### **Required Knowledge, Skills and Abilities (at time of appointment)**

- Thorough knowledge of the methods, materials and equipment used in making signs by the silk screen process;
- Substantial knowledge of Federal Highway Sign Series and computerized/silk screen sign fabrication;
- Skill in lettering and in the use of the silk screen process in the making of signs;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from High School or possession of a GED, supplemented by additional training in commercial art and/or computer graphics; and
- Some experience in fabricating metal and other signs; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.



**Required Special Qualifications**

- Valid New Hampshire Driver's License.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform sign fabrication duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools used in the fabrication of signs;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to measure streets, intersections and other work areas as required.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_



# City of Manchester, New Hampshire

## Class Specification

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Class Title	Traffic Signals Supervisor
Class Code Number	5270

### General Statement of Duties

Oversees the maintenance and repair traffic signal devices; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all work guidelines are adhered to in electronic maintenance operations. The work is performed under the supervision and direction of the Deputy Traffic Director and Traffic Director but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Traffic Signals Technician and Traffic Maintenance Worker I and II. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contracts, vendors and the public. The principal duties of this class are performed in a general shop environment and an outdoor work environment with potential personal hazards. **This position may require the handling of hazardous waste.**

### Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of Traffic Signals Technicians and Traffic Maintenance Workers in all electronic, electrical and physical work requirements involved in installation, repair and maintenance activities;
- Prioritizes job assignments;

- Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Reviews and analyzes methods, policies, procedures and performance to implement or recommend implementation of objective improvement systems;
- Sets-up and bench tests new and repaired traffic signal equipment;
- Maintains detailed files of each intersection, including schematic timing program charts and related information specific to that intersection;
- Performs final inspections of signals and systems installed by outside contractors;
- Procures, inventories and distributes needed supplies and equipment;
- Installs, maintains, repairs and adjusts traffic signals, controllers and related traffic systems;
- Inspects and repairs timing mechanisms, motors, circuits, flashers and magnetic devices;
- Layouts, assembles, installs and tests electrical apparatus and wiring;
- Adjusts timing devices;
- Uses electrical test equipment, including ammeters, volt meters and related;
- Uses hand and power tools as appropriate to assigned duties;
- Performs and maintains thorough documentation on preventative maintenance activities;
- Performs component level bench repair on digital and analog electronic equipment, including trouble shooting as required;
- Performs underground cable location services;
- Constructs new permanent and temporary signals at intersections and school zones;
- Installs vehicle detection loops and other devices;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b></p>
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- Comprehensive knowledge of electronic traffic control devices;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to trouble shoot electronic equipment and perform repairs;
- Ability to read and understand blueprints, sketches and schematics;

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations on field operations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to be on-call for emergency repairs at any time;
- Ability to work in all weather conditions;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with an Associate's Degree in Electronics; and
- Considerable experience in electrical repair operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Class B CDL;
- Journeyman's Electrician License.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

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# City of Manchester, New Hampshire

## Class Specification

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Class Title	Traffic Signals Technician
Class Code Number	5240

### General Statement of Duties

Maintains and repairs traffic signal devices; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to install, repair and maintain traffic control equipment. The work is performed under the supervision and direction of the Traffic Signals Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors, vendors and the public. The principal duties of this class are performed in a general shop environment and an outdoor work environment with potential personal hazards. **This position may require the handling of hazardous waste.**

### Examples of Essential Work (illustrative only)

- Installs, maintains, repairs and adjusts traffic signals, controllers and related traffic systems;
- Inspects and repairs timing mechanisms, motors, circuits, flashers and magnetic devices;
- Layouts, assembles, installs and tests electrical apparatus and wiring;
- Adjusts timing devices;
- Uses electrical test equipment, including ammeters, volt meters and related;
- Uses hand and power tools as appropriate to assigned duties;
- Performs and maintains thorough documentation on preventative maintenance activities;

- Performs component level bench repair on digital and analog electronic equipment, including trouble shooting as required;
- Performs underground cable location services;
- Constructs new permanent and temporary signals at intersections and school zones;
- Installs vehicle detection loops and other devices;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b></p>
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- Thorough knowledge of electronic traffic control devices;
- Ability to trouble shoot electronic equipment and perform repairs;
- Ability to read and understand blueprints, sketches and schematics;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to be on-call for emergency repairs at any time;
- Ability to work in all weather conditions;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

<p style="text-align: center;"><b>Acceptable Experience and Training</b></p>
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- Graduation from High School or possession of a GED, supplemented by additional training in electronics; and
- Considerable experience in electrical repair operations; or

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- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- Class B CDL.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_